

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

DEPARTMENTAL SUPERVISOR

JOB DESCRIPTION

Employees in this job perform technician assignments and supervise subordinate staff involved in activities that provide support for departmental programs and services. The employee, under general or administrative supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action. The work requires knowledge of the policies, procedures, and regulations of departmental programs and some knowledge of supervisory techniques and personnel policies and procedures.

There are five classifications in this job.

Position Code Title - Departmental Supervisor-1

Departmental Supervisor 10

The employee serves as a first-line supervisor of administrative support positions in a standard work area.

Position Code Title - Departmental Supervisor-2

Departmental Supervisor 11

The employee serves as a first-line supervisor of paraprofessional/technician positions, second-line supervisor of administrative support positions in a standard work area, or first-line supervisor of administrative support positions in a complex work area.

Position Code Title - Departmental Supervisor-3

Departmental Supervisor 12

The employee serves as second-line supervisor of paraprofessional/technician positions, third-line supervisor of administrative support positions in a standard work, or second-line supervisor of administrative support positions in a complex work area.

Position Code Title - Departmental Supervisor-4

Departmental Supervisor 13

The employee serves as a third-line supervisor of paraprofessional/technician positions, or fourth-line supervisor of administrative support positions in a standard work area.

Position Code Title - Departmental Supervisor-5

Departmental Supervisor 14

The employee serves as a fourth-line supervisor of paraprofessional/technician positions.

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NOTE: Positions supervising administrative support staff may be classified at the 11, 12, and 13 levels using the complex work area concept based on standards developed by agencies and approved by Civil Service. The complex standards must describe the elements (i.e., administrative complexity, variety of activities, impact of work, size and composition of staff, organizational placement, etc.) which distinguish standard and complex work areas. These standards may be position-specific, department-specific, or may be applicable to a specific entity in a department. Civil Service may develop universal complex standards in the absence of other criteria. Absent allocating standards, first, second, and third-line supervisory positions will be allocated at levels under the standard work area concept.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Directs the review and evaluation of such documents as: insurance policies, teachers' certificates, contracts, bonds, deeds, leases, permits, etc., to determine that prescribed requirements of qualification are met. Makes certification as to the eligibility of persons or the acceptance of documents.

Directs office services activities such as record management, equipment inventory, mail supply and salvage, procurement, and property and space utilization.

Directs the receipt and distribution of supplies and equipment and the maintenance of inventories and controls on supplies.

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Supervises the revision of rules and regulations.

Conducts special studies and surveys in such areas as feasibility of offering new services, cost analyses, centralization, and decentralization.

Conducts formal and informal seminars to keep agencies informed of services available, and how to procure services.

Conducts research on practices in similar areas in the agencies or jurisdictions.

Establishes standard reporting forms and procedures and supervises the preparation of manuals and other publications.

Prepares statistical and other information for the agency, legislature, and other governmental agencies.

Answers inquiries regarding functions, rules, regulations, and policies of the work area.

Performs related work appropriate to the classification as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Considerable knowledge in the areas listed is required at the 10-level and thorough knowledge is required at the 11, 12, 13, and 14 levels.

Knowledge of the rules, regulations, policies, procedures, and terminology used in the work.

Knowledge of the techniques of using reference materials and organizing data for preparing and using reports.

Knowledge of techniques used in interviewing and obtaining information.

Knowledge of office supervision, including organization, work flow, forms, supplies, equipment, and procedures related to filing, recordkeeping correspondence mail, procurement, supply inventory, and duplicating.

Ability to interpret, explain, and apply complex laws, rules, and regulations.

Ability to analyze and critically and critically assess data and operations in terms of management controls, systems and procedures, and to make recommendations for change.

Ability to conduct training and information sessions.

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Ability to maintain records, prepare reports, and compose correspondence related to the work.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of equal employment opportunity and affirmative action practices.

Knowledge of labor relations.

Working Conditions

None.

Physical Requirements

None.

Education

Educational level typically acquired through completion of high school.

Experience

Departmental Supervisor 10

One year of experience equivalent to an experienced-level business administrative technician (E9) or paraprofessional (E10).

OR

One year of experience equivalent to an Office Supervisor 9.

Departmental Supervisor 11

One year of experience as a Departmental Supervisor 10.

OR

One year of experience as an Office Supervisor 11.

OR

Two years of experience equivalent an experienced-level business administrative

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technician (E9) or paraprofessional (E10).

OR

Two years of experience equivalent to an Office Supervisor 9.

OR

Two years of combined experience as an Office Supervisor 9 and Office Supervisor 10.

Departmental Supervisor 12

One year of experience as a Departmental Supervisor 11.

OR

One year of experience equivalent to an experienced level business administrative professional (P11).

OR

Two years of experience as a Departmental Supervisor 10.

OR

Two years of experience equivalent to a senior-level business administrative technician (10) or paraprofessional (11).

OR

Two years of experience as an Office Supervisor 11.

Departmental Supervisor 13

One year of experience as a Departmental Supervisor 12.

OR

One year of experience equivalent to a business administrative technician, paraprofessional, or professional at the 12-level.

OR

Two years of experience as a Departmental Supervisor 11.

OR

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Two years of experience equivalent to a business/administrative technician, paraprofessional, or professional at the 11-level.

OR

Three years of experience as a Departmental Supervisor 10.

OR

Four years of experience as an Office Supervisor 11.

Departmental Supervisor 14

One year of experience as a Departmental Supervisor 13.

OR

Two years of experience as a Departmental Supervisor 12.

OR

Two years of experience equivalent to a business administrative technician, paraprofessional, or professional at the 12-level.

OR

Three years of experience as a Departmental Supervisor 11.

OR

Three years of experience equivalent to a business administrative technician, paraprofessional, or professional at the 11-level.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>
DEPTLSPV	Departmental Supervisor

<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Departmental Supervisor-1	DEPTSPV1	NERE-178
Departmental Supervisor-1(PP)	DEPTSPV1	NERE-080P
Departmental Supervisor-2	DEPTSPV2	NERE-179
Departmental Supervisor-2(PP)	DEPTSPV2	NERE-080P
Departmental Supervisor-3	DEPTSPV3	NERE-180
Departmental Supervisor-3(PP)	DEPTSPV3	NERE-081P
Departmental Supervisor-4	DEPTSPV4	NERE-182
Departmental Supervisor-4(PP)	DEPTSPV4	NERE-082P
Departmental Supervisor-5	DEPTSPV5	NERE-186
Departmental Supervisor-5(PP)	DEPTSPV5	NERE-084P

ECP Group 3
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